



MARYLAND STATE POLICE

Maryland Department of State Police / Licensing Division
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ADVISORY

LD-HQL-21-001

February 24, 2021

MLO / E-GOV UPGRADE AND QHIC/QHIL RENEWAL PROCESS

On February 28, 2021, the Maryland Department of State Police, Licensing Division (MDSPLD) will be performing an upgrade to the MLO/E-GOV systems. This upgrade will require a system outage beginning at 0600 hours and is expected to be completed at approximately 1200 hours. The MLO/E-GOV systems will not be accessible during this upgrade.

This upgrade will include several enhanced security features including a new registration code process. Each user account will be assigned a registration code. Effective 2/28/21, the registration code will be required to reset a forgotten password or unlock a user account. Applicants who are unaware of their registration code will find a link on the E-Gov site to request their registration code be sent to the email address associated with their E-Gov account.

Additionally, this upgrade will add a new renewal process for Qualified Handgun Instructors (QHIC/QHIL). When it is time for the QHIC/QHIL to renew their license, the QHIC/QHIL will:

1. Log into their HQL Account;
2. Click on Renew License located on the left hand side of the screen;
3. Click on the word "Continue";
4. Complete the application along with attaching the document; and
5. Submit the renewal.

For further information, please visit our website at mdsp.maryland.gov, and click on "Licensing Division." You may also contact us, via email, at: msh.hql@maryland.gov, and Regulated Firearms Dealers may contact us by utilizing the Livehelp feature within their Licensing Portal.

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